

Product Number: 3131.02.10

## MASTER LICENSE AGREEMENT

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**Effective Date:** November 5, 2007  
**Revision Date:** February 17, 2009  
**Version:** 1.1.0  
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The State of Utah has Master License Agreements (MLA) which are used to purchase server, PC desktop software at large discounts. The requests for software are sent via e-mail to the MLA Administrator.

### Product Features and Descriptions

Feature	Description
Order Software	Send an e-mail to the MLA Administrator with the following information: name of product you would like to order, part number, price, your agency name, and the ELCID for billing.
Software Support	Under some of the MLA contract support is offered. You will be given incidents, to be used for support, based on the amount of money you spend on software each year.

### Features Not Included

Feature	Explanation
Maintenance	Some of the contracts the vendor does not offer maintenance, Microsoft and Adobe.

### Rates and Billing

Feature	Description	Base Rate
Rates	The rate is based on the Legislative Rate Committee which is MLA contract price plus 6%.	Cost plus 6%
Billing	Based on the contract either the billing is completed monthly or on a calendar quarter.	

### Ordering and Provisioning

The client sends an e-mail to the MLA Administrator requesting the software they would like to purchase.

The MLA Administrator fills out a request for a purchase order. After the purchase order has received the approval from management the product will be ordered.

### DTS Responsibilities

The MLA Administrator tracks the software licenses for each agency. Records are kept on each agency. When an audit of the licenses is performed, the state can account for each license the state is using.

### Agency Responsibilities

The Agency is to track the person's name when a license is purchased.

The Agency is to track the number of licenses they are using. They then report the number of licenses or order the number of licenses they need to from the MLA Administrator.

### Service Levels and Metrics

The software orders that are received via e-mail, are processed within three business days after being received.